

ADDED 2 SURGEONS WITHOUT HIRING EXTRA STAFF

RIDGEWOOD ORTHOPEDIC GROUP

ROG Ridgewood
Orthopedic Group



Orthopaedics



Ridgewood, NJ



9 Surgeons



10 Surgical facilities



Greenway



Greenway



Since our high-volume practice implemented Surgimate, we have only praise for their support teams. Our experience with Surgimate continues to be very positive and their service is exceptional.

Stephanie Harbeson
Project Manager – EMR



Instead of allocating funds for an additional salary, our two schedulers use Surgimate to effortlessly manage all elements of the surgical workload, even after employing two new surgeons.

Terry Leidner
CEO

GREW SURGICAL VOLUME BY 27%

CHALLENGES

Ridgewood Orthopedics (ROG) had more than 80 forms that needed to be filled by hand, plus 16 different versions of a patient letter. Completing the paperwork manually was time-consuming and error-prone, and rescheduling surgeries was a nightmare. The practice had to hire additional staff to deal with authorizations and pre-certification because the schedulers could not keep up with their work.

SOLUTION

In 2012, ROG chose Surgimate to automate their workflow, and generate all paperwork electronically. The 16 different patient letters were consolidated into two standardized letters that are generated with custom patient data. Since the time to schedule a surgery was drastically reduced, the extra staff are no longer needed because the schedulers can now manage the insurance authorizations on their own.

SUCCESS

- ✓ Reduced booking time by more than 50%
- ✓ Added 2 new surgeons without hiring extra staff
- ✓ Added 3 new surgical facilities
- ✓ Eliminated all manual paperwork
- ✓ Connected surgeons to their schedules via Surgimate App